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Applicant(s): Knitl, R., et al.
Appl. No.: 09/254,101
Filed: March 1, 1999
Title: METHOD FOR INCORPORATION FUNCTIONS FOR AN AUTOMATIC CALL DISTRIBUTION SYSTEM INTO AN INTERACTIVE VOICE ANSWERING SYSTEM
Art Unit: 2645
Examiner: Allan Hoosain
Docket No.: 112740-072

Commissioner for Patents
Washington, DC 20231

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RESPONSE TO OFFICE ACTION

Technology Center 2600

Sir:

This Response is submitted in Response to the Office Action dated November 27, 2001 and the Advisory Action dated April 18, 2002. Applicants respectfully request Amendment, Reconsideration, and allowance of the patent application.

In the Claims:

Please amend claim 19 as follows:

19. (Twice Amended) A method for incorporating functions of an automatic call distribution system in an interactive voice response system that is called and controlled by communication terminal equipment of a communication network, the method comprising the steps of:

directly coupling the automatic call distribution system and the interactive voice response system;

connecting both the interactive voice response system and the automatic call distribution system to a communication system of the communication network;

connecting at least one agent communication terminal equipment to the communication system;

allocating the at least one agent communication terminal equipment to the automatic call distribution system;